

FOCUS

Route to:

The Quarterly Newsletter for Physician Office Staff

Volume 2, Number 4
October, 1993

Pre-Admission Update

As you may already know, two significant administration processes have been changed since January, 1993. The central reservation and central documentation processing functions were implemented to provide additional informational and preparation support to the hospital's pre-admission process. In an effort to continue to improve the pre-admission process, several new changes were implemented in mid-September. The changes include:

- Expanded scheduled hours in Pre-Admission Processing (PAP) from 9:30 a.m. to 2 p.m. During this time, all services are coordinated within PAP. These hours offer greater accessibility for testing services and decrease the number of patients arriving at one time. Of course, other appointment times can be made between the hours of 7 a.m. to 4 p.m., Monday through Friday, or from 7 a.m. to 7 p.m. on Thursdays.

- As a result of these expanded hours, the standard pre-admission testing appointment time for some offices have changed. Those offices should have been notified of any changes. If affected, please be sure to use the

correct appointment times when making a reservation for your patient.

- The hospital has developed an informational pamphlet which describes the pre-admission process in greater detail in order to provide patients with a better understanding of what to expect both during the pre-admission process and during the admission itself. This new pamphlet should replace **Learn More About SPU and Same Day Surgery** instruction sheets.

- The hospital has introduced a pilot multidisciplinary form to expedite the patient's pre-admission visit and reduce duplicate questions asked of the patient by the many hospital areas. These forms are available to physician offices through the Pic & Pac system. Please provide these forms, along with the pamphlets, to your patients when they have been scheduled for pre-admission processing. Please stress to your patients that completed forms will expedite their pre-admission visit.

Along with the multidisciplinary form, the pamphlet is also available to physician offices through the Pic & Pac

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system. The order number for the pamphlet is PAT-02 and should be written in one of the blank spaces on the Pic & Pac order form. The multidisciplinary form, which comes in two parts, should be ordered in the blank spaces on the Pic & Pac order form as NSG-111-1 and NSG-111-2.

Items ordered through the Pic & Pac system may be charged to Medical Staff Services, Responsibility Center #907.

For more information or to receive an initial supply of forms and pamphlets, please contact Terri Ceci-Miorelli, Supervisor, Pre-Admission Department, at 402-8877.

Notification of Primary Care Physicians

Through recent visits with primary care physicians, the Physician Relations representatives uncovered the need for the hospital to communicate to primary care physicians the names of their patients who are admitted to the hospital.

In response to this need, the hospital has taken action to improve communications between the hospital and physicians' offices. Thus, on October 12, representatives from the

hospital's Telemarketing Department began contacting primary care physicians to inform them of their patients who have been admitted to the hospital.

In order to maximize the effectiveness of this service, primary care physicians are urged to encourage their patients to give the name of their primary care physician whenever they are admitted to Lehigh Valley Hospital.

Physician Referral Service Transition

In an effort to provide a more comprehensive service to the community and physicians we serve, effective November 1, the Physician Referral Service has become one of the components of the hospital's Telemarketing Department.

The Physician Referral Service, which was introduced in May, 1990, is a free community service which was developed to link members of the

community with private physicians who have staff privileges at Lehigh Valley Hospital and are accepting new patients. Although the service has moved its home from Physician Relations to Telemarketing, the transition should be transparent to callers.

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The Telemarketing Department staff who will assist callers with physician referrals include Chris Morehouse, R.N., former director of patient care services on 5A who has been a member of the hospital's staff for 14 years, and Jill Korn, R.N., former staff nurse on 6C who has been with the hospital for seven years.

In addition to the Physician Referral Service, Chris and Jill will also staff 1-800-PA-CANCER, the Pennsylvania

Department of Health's toll-free cancer information and resource telephone number, and the Cancer Information Line, an extensive computerized information service supported by 10,000 computer screens of information covering all aspects of the cancer experience.

If you have any questions about the Physician Referral Service, please contact either Chris or Jill at 402-CARE (2273).

Long Distance with a Purpose -- Guaranteed Savings for You!

The Lehigh Valley Hospital Trust Fund thanks all who have signed up to participate in the LEGACY FUND. Through a special long-distance telephone service, friends and family of Lehigh Valley Hospital are enjoying substantial savings on their long-distance telephone bills, while benefitting Lehigh Valley Hospital as well.

Now, LEGACY FUND is offering a **guaranteed savings plan**. That's right! LEGACY FUND is guaranteeing residential customers a savings of at least 10% over their current long distance carrier. (Savings for business customers vary with use.) If you would like to see how much you would save through the LEGACY FUND, please mail a copy of your current telephone bill to Gail Evans, Director of Operations at Lehigh Valley Hospital Trust Fund, 1243 S. Cedar Crest Boulevard, Allentown, PA

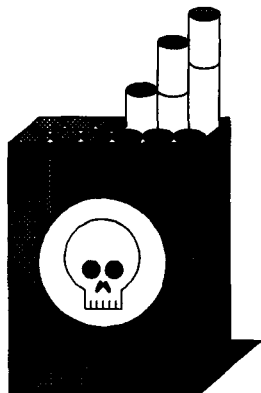
18103. A complimentary rate analysis will be mailed back to you comparing your current rates with that of LEGACY FUND.

For more information about the LEGACY FUND, contact Gail Evans, Director of Operations at the Lehigh Valley Hospital Trust Fund, at 402-3031.

Are you getting the best deal for disposing of your infectious waste?

For more information regarding the hospital's Red Bag Program, please contact Joe Pilla, Physician Relations rep, at 402-9856.

Butt Out During Smokeout!



Want to stop smoking, but having a hard time getting started? Set your quit date for Thursday, November 18 - The American Cancer Society's Great American Smokeout!

Why Quit?

Body & Soul: Within 12 hours of quitting smoking, the body begins to heal itself. Coughs start to disappear, breathing and exercise capacity improve, energy returns. Within a year, the risk of heart attack drops. Lung cancer risk decreases steadily after 7-15 years of being smoke-free.

The Nose Knows: Researchers have found that cigarette smokers suffer from a diminished sense of smell. This can be hazardous since the sense of smell warns us about spoiled foods, fire, gas, and other dangers. The negative effects can be reversed -- depending on how much you were smoking and how long it's been since you stopped.

Mother Earth: Environmentalists say it takes 10-12 years for a single filter-tip cigarette butt to decompose.

Attention Non-Smokers!

As a non-smoker, you have a vested interest in a friend or loved one's efforts to quit. How can you show your support?

- Be understanding. Show that you know how difficult and disruptive quitting can be.

- Show faith. Even if the person has been unable to quit before, believe in the present effort.
- Tolerate mood changes. Many smokers are tense and irritable during the transition.
- Don't nag. Be a friend, not a policeman.
- Be generous. Pamper your friend; give pats on the back. Keep cigarette substitutes on hand. Help your friend avoid tempting situations.
- Watch yourself. This will be a stressful time for both of you. If you start to lose patience, take a break.

Next PAHCOM Meeting Scheduled

The next meeting of the Lehigh Valley Chapter of PAHCOM will be held on Tuesday, November 16, from 6 to 8 p.m., at the Spice of Life Restaurant (Harvest Room), 1259 S. Cedar Crest Boulevard, Allentown. The Business Meeting will begin at 6:30 p.m., followed by a presentation on Stress Management at 7 p.m.

Please contact Colleen Burgess at 433-3176 if you plan to attend.

Avoiding Job Burnout -- How To Cope When Your Job Feels Like a Life Sentence

Feeling trapped, stuck in a rut, fried and frazzled? Do you suffer from chronic fatigue, gastrointestinal problems, headaches, and sleep problems? These are all symptoms of job burnout -- a loss of idealism, purpose, enthusiasm, and energy for your work.

Left unchecked, burnout victims could suffer a drop in work efficiency and productivity, clinical depression, marital/family tension, social withdrawal/apathy, or substance abuse.

An ideal solution would be to spend two weeks in Tahiti. But for most of us, this option isn't feasible. Here are some more practical ways of coping:

- **Try to establish**, or re-establish, control of your job. Sometimes the worst frustration comes from feeling like everything is out of your hands. That's not true. There is probably a lot you can do.
- **Do some soul-searching.** Give yourself 15 or 20 minutes each day to sort problems through calmly and deliberately. Try to identify what's working and what's not...what is making you happy -- or disappointed?
- **Set realistic goals.** Draft one action plan for the next three months and another for six months after that. Try to lay out the steps that will help you achieve these goals.
- **Talk to your supervisor** or other co-workers about your work and its problems. Isolation only magnifies your fears and frustrations.

- **Reward yourself** when you finish a tough project with a new gadget or adult toy. Use a vacation day.
- **Take time out** for a few minutes when things seem about to overwhelm you. Take a walk, splash cold water on your face, or just sit quietly.
- **Think of a way** to turn a task that turns you off into one you will like and ask for your boss' approval.
- **Give yourself space.** Don't let the job dominate your after-hours life.

WHO'S NEW

Joan Rissmiller
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(215) 437-6222

Living in the Age of AIDS

Education and awareness is critical to fight the AIDS epidemic, as well as the epidemic of fear and prejudice.

December 1, 1993 is World AIDS Day, an opportunity to focus attention on the fight to cure and prevent the spread of AIDS (Acquired Immunodeficiency Syndrome). Every 13 minutes, someone is infected with HIV, the virus that causes AIDS. The Centers for Disease Control in Atlanta, Ga., estimates that more than one million people in the United States and Canada are currently living with HIV or AIDS. The odds are growing that if you don't already know someone living with AIDS, you soon will.

The U.S. Presidential Commission on the HIV Epidemic has identified discrimination as the most significant obstacle to progress in the fight against the epidemic. Knowledge is the best weapon against fear. Get the facts.

There are numerous places to turn to for answers to your questions about AIDS. Most large cities have local organizations that focus on AIDS. You can also try your state or local department of public health. Or check with these national organizations:

American Foundation for AIDS
Research
733 Third Avenue
New York, NY 10017
(212) 682-7440

American Red Cross
Office of HIV/AIDS Education
1709 New York Avenue, N.W.
Suite 208
Washington, DC 20006
(202) 434-4074

National AIDS Information
Clearinghouse
Box 6003
Rockville, MD 20850
(800) 458-5231

National Association of People With
AIDS
1413 K Street, N.W.
Washington, DC 20005
(202) 898-0414

Attention Mail Handlers!

Due to the large volume of reports sent via interoffice mail to physicians' offices from Medical Records, the department's supply of interoffice envelopes is dwindling. If your office has accumulated an excessive amount of interoffice envelopes, Medical Records would appreciate the return of these envelopes for reuse. Please return them via courier or through interoffice mail addressed to Medical Records, Attention: Transcription Clerk. Your support is very much appreciated!

Observances & Dates to Remember

November: Aviation History Month, International Drum Month, National Diabetes Month

November 11: Veterans Day

November 17-23: National Chemistry Week - An opportunity to recognize the contributions of chemistry to modern times and to understand how it affects so much of our daily lives.

November 22: 30th Anniversary of the Assassination of John F. Kennedy

November 25: Thanksgiving

December: Universal Human Rights Month

December 1: World AIDS Day

December 7: Pearl Harbor Day

December 9-16: Hanukkah

December 21: First Day of Winter

December 25: Christmas



Candidate: How do you do, ma'am. Just wanted to stop by and urge you to come out on Election Day and ...

Voter: Vote for you? Why, I'd rater vote for the devil!

Candidate: I understand. But in case your friend is not running, may I count on your support?

Grandmother: Tina, you've hardly touched your turkey. Don't you like it?

Tina: Not too much, Nana. But I sure like the bread it ate!

Father: Before we begin, let's each take a moment to share something that we are thankful for.

Son: I'm thankful that I'm not a turkey!

After Thanksgiving dinner, Bill and Maria sat down to watch Bill's favorite football team play an exciting game. After each play, Bill cheered loudly. As the game wore on, his voice grew hoarser, until he turned to Maria. "Guess what? I've lost my voice."

"Don't worry," Maria answered with a grimace. "You'll find it in my left ear."

Winter is the season when we try to keep the house as hot as it was in the summer, when we complained about the heat.

HAPPY HOLIDAYS!

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HOSPITAL

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FOCUS is published quarterly for the office staffs of physicians on the Medical Staff of Lehigh Valley Hospital. Articles for the next issue should be submitted by January 1, 1994 to Janet M. Laudenslager, Physician Relations, Lehigh Valley Hospital, 1243 S. Cedar Crest Blvd., Allentown, PA 18103. For more information, please call Janet at 402-9853.